



Scott and White Health Plan – Here With You Through COVID-19

April 6, 2020

Scott and White Health Plan (SWHP) and Baylor Scott & White Health are actively monitoring COVID-19 developments and are working together to ensure members get the care and coverage they need, when they need it most. You can expect claims processing, customer service by phone and member portal, and other operations to continue as usual.

To protect our members and our health plan employees, we are temporarily suspending in-person visits to our health plan. We hope to welcome you back to our offices very soon.

We have more information on COVID-19 and how to keep your loved ones safe at [BSWHealth.com](https://www.BSWHealth.com).

BENEFIT UPDATES

Expanded Telehealth Coverage and COVID-19 Testing and Treatment

Effective March 6, 2020, and until further notice, SWHP is waiving all member cost-sharing for care related to COVID-19, which includes testing, telehealth services, outpatient office visits, and inpatient hospital stays.

All telehealth medical care is also covered at a \$0 copayment, whether the service is provided through the member's in-network physician, or through [myBSWHealth.com](https://www.myBSWHealth.com) or the [myBSWHealth app](#).

Prescription Drug Refills and Rx Prior Authorizations

In conjunction with our pharmacy benefit manager, OptumRx, SWHP is amending its prescription drug policies to ensure an uninterrupted supply of medication during the COVID-19 threat.

- **Early Refills.** You may obtain an early refill of your prescription medications if you have refills remaining on file at a participating retail or mail-order pharmacy. The refill obtained will stay consistent with the standard days' supply previously filled as allowed by your plan (e.g., 30- or 90-day supply).

- **Extended Authorizations.** We are extending prescription drug approvals (prior authorizations) for most medications for an additional 90 days, for members whose authorizations expire on or before May 1, 2020.

WHAT TO DO IF YOU'RE SICK

If you feel sick with fever, cough or have difficulty breathing and have traveled to high-risk locations or were in close contact with someone with COVID-19 in the 14 days before you began to feel sick, seek medical care.

Option 1: Stay home and visit a doctor virtually.

Baylor Scott & White Health is now offering a free and convenient COVID-19 screening questionnaire through MyBSWHealth. You can access the screening questionnaire in MyBSWHealth [on the web](#) or in the [mobile app](#). To install the app on your mobile device, simply visit My.BSWHealth.com/download or text BETTER to 884-08 to have it sent to your phone.

If your screening shows that you may have COVID-19, you may be directed to an eVisit. More information about eVisits, including how to link your visit to your SWHP account, is given below.

Option 2: [Find a doctor](#), clinic or hospital near you.

When you schedule your visit, share your concerns about your COVID-19 symptoms or exposure. Your doctor's office, clinic or hospital will have instructions for your visit.

Option 3: If you are experiencing a medical emergency, call 911. Notify the operator if you have COVID-19 or need to be seen for COVID-19 symptoms. If available, put on a face mask before the ambulance arrives.

HOW TO SCHEDULE A VIRTUAL VISIT (eVisit) – 8 a.m. to 8 p.m. CT, 7 days a week

Virtual visits, also called eVisits, are available from 8 AM to 8 PM, 7 days a week through MyBSWHealth [on the web](#) or in the [mobile app](#). To install the app on your mobile device, simply visit MyBSWHealth.com/download or text BETTER to 88408 to have it sent to your phone. Here's how it works:

- Complete an online interview about your symptoms; it takes only 5–10 minutes
- You will get a response from a Baylor Scott & White Health provider, typically within one hour
- Prescriptions (if needed) will be sent immediately to your preferred pharmacy

Be sure to link your SWHP account to your MyBSWHealth account, so your visit can be properly processed.

Link your account in the MyBSWHealth app:

- Tap the gear icon (top right corner of app welcome screen)
- Tap “Manage Linked Accounts”
- Tap “Link Account” under SCOTT AND WHITE HEALTH PLAN
- Enter member information

Link your account at MyBSWHealth.com:

- Go to “Settings” in the left navigation menu
- Select “Linked Accounts and Devices”
- Select “Link Account” under SCOTT AND WHITE HEALTH PLAN
- Enter member information

WE'RE HERE TO HELP

SWHP is dedicated to providing ongoing access to quality healthcare services for members impacted by public health emergencies. We will follow federal and state guidance while working with hospitals, drug stores and other providers to ensure our members get the care and medications they need.



To learn more about COVID-19, please visit:

- [Baylor Scott & White Health](#)
- [Centers for Disease Control and Prevention](#)
- [Texas Department of State Health Services](#)
- [World Health Organization](#)

Helpful Tips & Phone Numbers

- For emergencies, call 9-1-1 or go directly to the nearest hospital.
- For non-emergencies, call SWHP [Customer Service](#) to find a doctor or health care professional in your network.
- Talk to a nurse—24/7—by calling (877) 505-7947.
- If you have your member ID card, bring it with you when you get care.
- If you don't have your ID card, call SWHP [Customer Service](#) or print a temporary card from our [member portal](#).